

# TENNESSEE REGULATORY AUTHORITY

Sara Kyle, Chairman  
Lynn Greer, Director  
Melvin Malone, Director



460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

September 28, 2001

Joe A. Conner  
Baker, Donelson, Bearman & Caldwell, P.C.,  
1800 Republic Centre  
633 Chattanooga, TN 37450-1800

RE: Joint Application for approval of deferred accounting – Docket No. 01-00802

Dear Mr. Conner:

The following questions comprise Data Request #1 as previously submitted via email to each company on September 28, 2001.

1. How many customers are currently disconnected due to non-payment?
2. What measures are being taken or will be taken to assure the most efficient reconnection process?
3. How long will it take your company to reconnect all customers?
4. What measures are being taken to minimize the financial burden on consumers who wish to reconnect service? For example, what procedures are in place and what are the requirements for reconnection?
5. What measures have been taken to maximize the collections of past due accounts?
6. Provide the total accounts receivable write-offs and recoveries for each month of the current physical year through October 1, 2001. Provide an estimate of what percentage of the write-offs represents the cost of gas.
7. Provide the number of accounts and dollar amounts that have been turned over to collection agencies.
8. How many reconnections do you anticipate in October and November?
9. How many dollars do you anticipate recovering in October and November?

10. Please provide a list by customer number and amount of those that have been written off. Explain how any payments made during the next year may be properly accounted for as recoveries against the proposed deferred balance.

Please contact David McClanahan at extension 177 if you have any questions regarding this request. Please email your responses to Staff in addition to mailing your official responses.

Sincerely,



David Waddell  
Executive Director

DWM:blp

cc: Timothy C. Phillips  
Pat Childers  
Ware F. Schiefer  
Bill R. Morris  
Jerry W. Amos  
Earl Burton  
Archie Hickerson  
D. Billye Sanders  
Legal  
Dan McCormac  
David McClanahan

DWM01-13 Deferred Accounting data request 01-00802